

Joyce Clark

FILE AS
PROTESTANT
LETTER

My name is Roberta.. Whitaker
7030 Chelsea Day.

I have lived here for 31 years and have experienced just about anything and everything with this company, for the last 15 years. I have been overcharged on 5 billings due to ~~them~~ ^{us} actually reading the wrong meter, my neighbors vs. mine. I did turn over all the documentation regarding these billings at our last public hearing in 2010. It was a mistake that this company did not admit to till I got the city involved. For the last 15 years I have had to use filtered water because the water from our faucets continually has a strong sulphur smell and taste. Smells like rotten eggs. I have complained so many times but to this day I am told that there is nothing wrong with our water. The problem is even if it is safe no one wants to drink water that has such a fowl taste and smell.

I have seen firsthand these overflows and spills that I am sure will be addressed tonight. This company has not invested in the upkeep of this aging system. Their problems should have been managed, with repairs ongoing. They now have major problems with the sewers and aging pipes and we are expected to pay. I am retired and really on tight budget. I know we would be hurt financially if this company gets their rate increases. This is a problem for all of us in the historical district. I beg of you please make this company responsible vs. us on the long overdue repairs.

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